

CALNET II RFP DGS-2053 Question and Answer Set #6
December 8, 2004

The answers contained in Question and Answer Sets are in response to the questions presented by vendors to be addressed at the bidders conference and are not all inclusive. Additional answers to questions submitted for the bidders conference will be issued as responses are developed.

General Response: These answers have been developed in response to the literal questions posed and the State has not tried to read anything more into the questions. The length of each answer is intended to provide information focused on the specific point of each question without confusing the issue. If you feel a question of a specific RFP point has not been answered thoroughly, please refine your question and resubmit it for response.

Functionality:

- It is not the State's intent to dictate the method of service/feature delivery.
- The complexity and diversity of the responses possible for some questions dictate the need for further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

Costing: The pricing model provided in the cost tables in Section 7 is designed as a means to compare the prices of all bidders equally for the functionality required in the RFP. The intent is to solicit pricing for all of the features and functionality required while allowing each bidder an opportunity to apply the pricing for their particular solution to each of the requirements.

Alternative Services: The state, through provisions of Appendix B, Section 67, Availability of Refreshed Technology and Additional Service Items, has demonstrated its interest in having access to alternatives services and new technologies. Following the Contract award, services may be added to the CALNET II contract only if categorized as an enhancement to competitively bid services offered under the Contract. If the state determines the offered service does not qualify as an enhancement, the state will consider alternative competitive procurement options.

Specific Answers:

- 6-1. 6.8.2 Multi Protocol Label Switching (MPLS) Services: Why is this requirement rolled into an RFP that has mandatory ILEC services in a sole-source contract? Shouldn't this be bid separately from regulated voice services, since the State claims it's not ready for convergence solutions?

Answer: See "General Response" in Question and Answer Set #2 posted November 24th, 2004. MPLS is included in this RFP as an alternative desirable technology.

- 6-2. 6.8.2 Multi Protocol Label Switching (MPLS) Services: Since DGS is including IP/MPLS enablement of WAN services as an "desired" option, shouldn't the requirement be in the frame relay, ATM, and VPN sections of this RFP?

Answer: No, MPLS is being solicited as an alternative technology. See “General Response” in Question and Answer Set #2 posted November 24th, 2004.

- 6-3. 6.8.2 Multi Protocol Label Switching (MPLS) Services: MPLS requirement on page 115. In the design model, are we to assume the customer provides the customer edge routers? Is DGS/TD expecting an end-to-end solution? Is it the state's intent to define a private IP network? Will a Private IP network evolve and replace the current frame relay and ATM networks? Will the IP network be IP/VPN?

Answer: a. Yes. b. Yes. c. No, it is not the State's intent to dictate the method of delivering services. d. Unknown at this time. e. Unknown at this time.

- 6-4. 6.8.3, Managed IP Based Video Conferencing Services: Will these IP video conferencing sessions be transmitted over the public Internet, or only through the State's private network?

Answer: It is not the State's intent to dictate the method of service/feature delivery. The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-5. 6.8.3, Managed IP Based Video Conferencing Services: Will IP video connections outside the State's private network be permitted – to commercial entities, for example, and how will these entities connect to the network?

Answer: It is not the State's intent to dictate the method of service/feature delivery. The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-6. 6.9.2: In the RFI, DGS/TD made the fiber distribution network in Sacramento available to the winning bidder. Why did DGS/TD remove the availability of the fiber network in the RFP? Why did DGS/TD make the decision apparently to abandon its investment in this technology?

Answer: a. “General Response” in Question and Answer Set #2 posted November 24th, 2004. b. The State did not abandon its investment and the fiber is being utilized, just not for the purposes of this RFP.

- 6-7. 6.9.2.1 MPLS: What Bandwidth assumptions on a per site basis should be used?

Answer: DS1 as described in RFP Section 6.8.2.1, second paragraph

- 6-8. 6.10, Required Customer Premise Equipment: Is DGS interested in an 802.11 wireless LAN environment?

Answer: No, not as an equipment offering under this contract. However, the State may be interested in a wireless service under a separate contract.

- 6-9. 6.12.1, Invoicing System for Voice and Data Services: "The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems." Define the roles and expectations.

Answer: The State is requiring the Contractor to provide an accurate and descriptive invoicing system. The Contractor will be responsible for any business partner's and sub-contractors invoicing system to maintain the same information as the Contractor.

- 6-10. 6.12.1.1, Invoicing System Requirements: 5th bullet - "Invoice summary reports." Can the state provide additional details/samples of required invoice summary reports.

Answer: A summary report provides the customers a list of all circuits/lines that are billing on a consolidated invoice.

- 6-11. 6.12.1.4 General Invoice System Requirements: The contractor is required to provide paper and electronic (CD and/or web) invoices in 6.12.1.1. The requirements of this section say that contractor's subcontractors must provide web and CD invoice options. Should this be "web and/or CD" options?

Answer: No, 6.12.1.1 should read "Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no additional cost to the customer." This language will be corrected in a future addendum.

- 6-12. 6.12.1.4 General Invoice System Requirements: 3rd bullet - "Contractor agrees that Services/features offered under this Contract will include unique Corporate Identifiers. In instances where permanent Corporate Identifiers have not been assigned, the Contractor agrees to assign temporary Corporate Identifiers to facilitate identification of billed Services on customer invoices." Please clarify how you intend to use Corporate Identifiers.

Answer: This question is referring to the 9th bullet rather than the 3rd. The Corporate identifier is a unique identifier that pertains to a particular product and the cost of a product. The purpose is to identify all services in the absence of an assigned identifier. If a corporate identifier had not been assigned, the contractor is required to submit a temporary identifier, the absence of which results in the service being listed in the miscellaneous section of the invoice. The state's objective is to improve the invoice as well as enhance contract state oversight of the contract (ie fiscal management) by specific identification of services and costs.

- 6-13. 6.12.2, Fraud Management System: There appears to be a typographical error in the first paragraph. Should this read "the system be available 24X7"?

Answer: Yes, it should read 24X7 rather than 27X7. This was corrected with the release of the Addendum 1.

- 6-14. 6.12.5, Administrative Fee Collection: Understand admin fee will be included in pricing and will require no additional hands-on billing support. Correct?

Answer: Administrative Fee rates to be included in pricing will be determined by DGS/TD after award of the Contract. See requirements under Section 6.16 Fiscal Management.

- 6-15. 6.12.5, Administrative Fee Collection: 5th bullet - Will the Admin Fees be assessed on all services or a list of mutually-agreed to products between State and Contractor?

Answer: The Administrative Fees may be based on all or most services or components of services. The State will work with the Contractor in assigning administrative fees, but the State reserves the right to make the final decision.

- 6-16. 6.12.5, Administrative Fee Collection: 6th bullet - "Contractor shall provide DGS, in the absence of admin fees, a cumulative compounded annual admin fee equal to the CPI compounded annually over the relevant contract term ." Please explain what the State means? Can the State provide an example on how this would be calculated?

Answer: In the absence of sufficient Administrative Fees, DGS/TD shall increase Administrative Fees equal to the Consumer Price Index (CPI). DGS/TD's increase will be based on a percentage change reflected in the CPI Index. DGS/TD will use the following CPI Index: The CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

- 6-17. 6.14.1, Customer Service Center: "The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows clients the ability to provision service using a web enable application as described in Section 6.17.4." Is this a requirement for all products?

Answer: Yes, this is a mandatory requirement for all services. The CALNET customers shall have the option of ordering all services offered under the contract via a web enabled application.

- 6-18. 6.15, Service Level Agreements: "Provisioning: Meet install date per order." How is the install date per order determined?

Answer: The install date is determined by using the Install Interval Table or the Customer and the Contractor negotiate an installation date.

- 6-19. 6.15, Service Level Agreements: "Expedite installation order per delivery in each of the tables in section 6.6 list 5 day turn on orders." Is the expedite order issued under a TSP request?

Answer: The 5-day expedite option in this RFP is not associated with TSP.

- 6-20. 6.15, Service Level Agreements: What is the definition of Tier 1 vs. Tier 2 SLAs?

Answer: Tier 2 includes more stringent objectives. The intent is for the Bidder's to offer two classes of service for the CALNET II Customers.

- 6-21. 6.15, Service Level Agreements: Please define Tier 1 and Tier 2.

Answer: Tier 2 includes more stringent objectives. The intent is for the Bidder's to offer two classes of service for the CALNET II Customers.

- 6-22. Table 6.15.4, SLA's, page 178, delay requirements are specified on the basis of a ping, which is round trip delay. Delay requirements, on earlier page 112, are specified as one-way delay. Would DGS/TD please clarify?
- Answer: SLAs for delay will be based on round trip delay in Table A.**
- 6-23. 6.15.4, SLA's, page 179: Throughput doesn't apply to some of the products that are referenced in Table A . Please specify the products that apply(e.g. applicable to Frame/ATM, not to carrier DS1/DS3, etc.). Delay doesn't apply to some of the products that are referenced in Table A. Please specify the products (e.g. applicable to Frame/ATM, but not to carrier DS1/DS3, etc.)
- Answer: The SLA for throughput and delay shall apply to ATM, Frame Relay, Gigabit Ethernet and VoIP.**
- 6-24. 6.15.4 Table A: Time to Repair – Minor Fault. It appears that the DS3 objective for tier 1 and tier 2 are reversed (e.g. Tier 1 should read 3 hours and Tier 2 should read 2 hours). Please Clarify?
- Answer: Time to Repair for DS3 Tier 1 should read 4 hours. This has been corrected with Addendum 1.**
- 6-25. 6.15.6, Table C: Would maintenance windows apply? Stop clock?
- Answer: No. Maintenance windows and stop clock circumstances will not apply to contract management and client services related SLAs.**
- 6-26. 6.15.9: What is Business Rate ISDN? Does the RFP mean Basic Rate ISDN?
- Answer: Yes, this error was corrected with the release of Addendum 1.**
- 6-27. 6.15.9, Installation Interval SLA's: There appears to be a conflict. DS3's and above are listed as ICB in section 6.15.9 yet in the product sections the expedite request is for 5 days.
- Answer: The 5-day expedite was deleted from DS3 and above ICB services with the release of Addendum 1.**
- 6-28. 6.15.9, Installation Interval SLAs DS3: DS3's and above listed as ICB in section 6.15.9 for installation interval, no expedite interval is specified. In the product sections (table 6.6.4.2.a), the expedite request option specifics 5 days. Is this a conflict?
- Answer: See response to question 6-27 above.**